

Steve Mills

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Personal statement

A self-motivated, driven person with a wide range of proven skills backed by the ability to find solutions and resolve issues with strong interpersonal skills and the professional credibility needed to gain buy-in from others or to sell a solution to customers. I enjoy working as a part of a team, where I can readily motivate and inspire others to achieve, and I can work equally well on my own. There are many testimonials to my achievements on www.Linkedin.co.uk.

Key skills

Product Management

- Work closely with key customers to understand their evolving needs
- Prepare Business Requirements Specifications and work with R&D to build the features and agree the roadmap
- Build sales presentations and technical demonstrations
- Teach Sales and Pre-sales how to sell new features
- Management and customers have often said: "... has an almost encyclopaedic knowledge of the product".

Methodology and Project Management Consultant

- Teach major corporations how to analyse their business and then to design and implement key IT systems using iCASE tools, with the Information Engineering methodology
- IT systems audit and performance tuning
- Technical design and building innovative solutions; for example, complex interfacing and interworking solutions to enable customers to bolt together legacy systems and their new systems
- Full software lifecycle design, build and testing skills, including prototyping and full-scale solutions

Customer Relations and Customer Care

- Application of honesty (accepting that the company may not always be right), interpersonal skills and pragmatism (agreeing what can and cannot be done with the resources available) to achieve mutual cooperation between company and customer
- Application of technical skill, experience and professional credibility to ensure that customers believe in the solution offered.
- Management have often said: "the customer appreciated your wealth of experience, maturity and your obvious integrity - they believed everything you told them and they will buy from you as a direct result".

People Management

- Excellent interpersonal skills and an ability to motivate and encourage people so that each one of my team will individually commit what they will achieve by a specific deadline

Achievements and successes

- Key speaker and demonstrator at several international user conferences, each with typically 300 attendees, in major 5-star venues around the globe

- Key member of the Texas Instruments Group Technical staff which represented their top 7% best technicians world wide.
- Ran the user group on behalf of the company with representatives from major customers including Vodafone, T-Mobile, Orange, 3, Colt, France Telecom, Completel, Thus, Reliance, Kingston, CellC.
- Worked with companies such as Rolls-Royce, Ford Motor Company and Royal Mail to implement IT systems using iCASE tools and increased both quality and productivity (typically from 11 to 33 function points per man month)
- I was one of only 3 people worldwide who were qualified to tune systems generated through the iCASE tools. One project, despite excellent analysis, had a poorly thought out design leading to a potentially disastrous solution. With my help the design was improved and lessons learned so that the customer could successfully complete the project and present their achievements at the next User Conference.
- A project for a major banking corporation in South Korea, that had an order value of \$10M, was heading towards a potential \$10M dollar damages suit after the sales people had sold a solution not realising that the bank's legacy cash point devices used protocols incompatible with the proposed solution. I was able to design an interface that brought the project back on track and effectively saved \$20M. A front end solution was designed that would handle all communications with the banking terminals and then simulate traffic coming from modern IBM terminals to enable the application to work as designed.
- A sale was made to a Dutch banking corporation whose client PCs were all running the IBM OS/2 Warp operating system. The project was under threat because there was no TP Monitor solution for Warp. I was given 2 million lines of undocumented C code, comprising the TP Monitors for UNIX and for Windows NT, and delivered a TP Monitor for Warp with high quality (no reported bugs).
- At Exatel in Poland an implementation project had hit difficulties and was spiralling out of control to the point where their IT Director was intending to cancel the project. Through the application of customer services skills, I put together a recovery plan and the project ran to a successful conclusion leading to significant follow-on business with the customer.
- Home Depot, a major US brand name in the DIY industry based in North Carolina, were running a strategic project using iCASE tools and the situation had deteriorated such that the customer was blaming Product Management and Product Management had lost all respect for the customer. Essentially, the customer was expecting features that did not exist but which they seriously needed. By focusing on the customer's needs and problems, by showing a sympathetic and understanding face instead of a defensive and denying face, by taking the stance of the customer and driving Product Management to understand the issues and to deliver what was needed, I gained the mutual trust and respect of the customer and turned around the situation.
- At Plessey Telecoms I took a demotivated team facing seemingly impossible deadlines and developed it into a highly motivated and productive team delivering quality systems. I took away each person's heavy workload and fed them with achievable work packages on a weekly basis, protecting them from diversions, distractions and unnecessary admin. Each person then delivered against their promise regardless of what was required to achieve that. The team rapidly became highly motivated, extremely productive, and the project was delivered on time and to budget. The team knew how much I valued and trusted them and that I would, in turn, do whatever necessary to support them.
- At Rolls-Royce, two development teams, one from Bristol and the other from Derby, each used to working with different tools and methods from the other, were trying to agree how best to work together on some important strategic projects. Neither side wanted to be the one to give up their working practices and adopt those of the other, and yet both needed to agree on common working practices and tools. After meeting for 8 hours they still could not agree on how to proceed. In just 20 minutes of application of key lateral thinking tactics I managed to persuade these two teams to unanimously agree on tools and methods thereby clearing the way for several key joint projects to get underway and run to success.

Systems used

I have a very wide ranging experience of computer systems and can master pretty much anything (the majority self-taught). These include: MS Office, MS Project, VBA, Mindmanager 8, Eclipse Java, ZDE PHP, Eclipse Prolog, MS Web Expression (HTML, JS, CSS), MS Excel.

Career summary

Senior Product Manager	Intec Telecoms PLC	1998-2010
Senior Consultant	Texas Instruments Software	1992-1998

Pre-1992:-

Consultant	James Martin Associates
Consultancy & Development Manager	Plessey Telecoms Ltd

Training and qualifications

B.Sc (Hons) Computer Science	Leicester Polytechnic
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Interests

I have a pilot's licence with IMC and night ratings and I own a share in a Piper Warrior. I like motorcycles and have a Triumph Sprint ST 990. I run a semi-professional singing group (Songs4U) where I play synthesiser and sing. I am a long standing member of the Beeston Musical Theatre Group and a life member of the Duchess Theatre in Long Eaton. I like photography, cycling, walking, wine, fine dining and all kinds of technology. For the benefit of my flying group and also to augment the activities above I develop web sites and related software.

Referees

Available on request.